

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

POLICE DISPATCHER

DEFINITION:

Under general supervision, on an assigned shift in the Police Department Communications Center, to dispatch Police field units using a voice radio console in a Computer Aided Dispatch System; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Positions classified at this level may be underfilled with Dispatcher I and Dispatcher II in accordance with the City's Career Advancement Program.

*** EXAMPLES OF DUTIES:**

- Operates a computer aided dispatch system to monitor an assigned radio frequency and identify the status of Police field units;
- Dispatches emergency field units by radio voice communication to crime scenes and/or to provide aid and assistance;
- Determines the relative priority, number and type of Police units required to respond to each dispatch and the relative priority of ongoing incidents;
- Continuously coordinates the activities of Police units on an assigned frequency or computer terminal;
- Notifies, by phone or radio, other agencies and departments in order to coordinate Police activities;
- Updates incident information by typing on a computer keyboard and broadcasting radio messages to field units during emergencies;
- Acts on requests from field units for warrant and vehicle checks, criminal histories, tow trucks, coroners, or similar special requests;
- Utilizes new technologies such as LoJack or similar stolen property recovery systems;
- May rotate to both phone and radio dispatch or any given shift;
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

One year of experience as a Dispatcher in a public safety Computer Aided Dispatch radio communication system, or as an FAA Air Traffic Controller. Possession of a Public Safety Dispatcher's Basic Course Certificate or successful completion of a required written test. Possession of a typing certification indicating the ability to type at a corrected speed of 40 words per minute on a typewriter or computer keyboard.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.